



UNIVERSITY SERVICES

Service is at the root of any organization. Everything flows from it and is nourished by it.

Introduction to University Services

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Where We've Been

- Interviewed internal stakeholders
- Benchmarked 30+ universities in North America
- Interviewed G-10 leaders
- Understood our University's needs
- Learned from our own "best practices" and from those of other universities
- Feel for "what works and what doesn't"



Mission: Administration & Finance

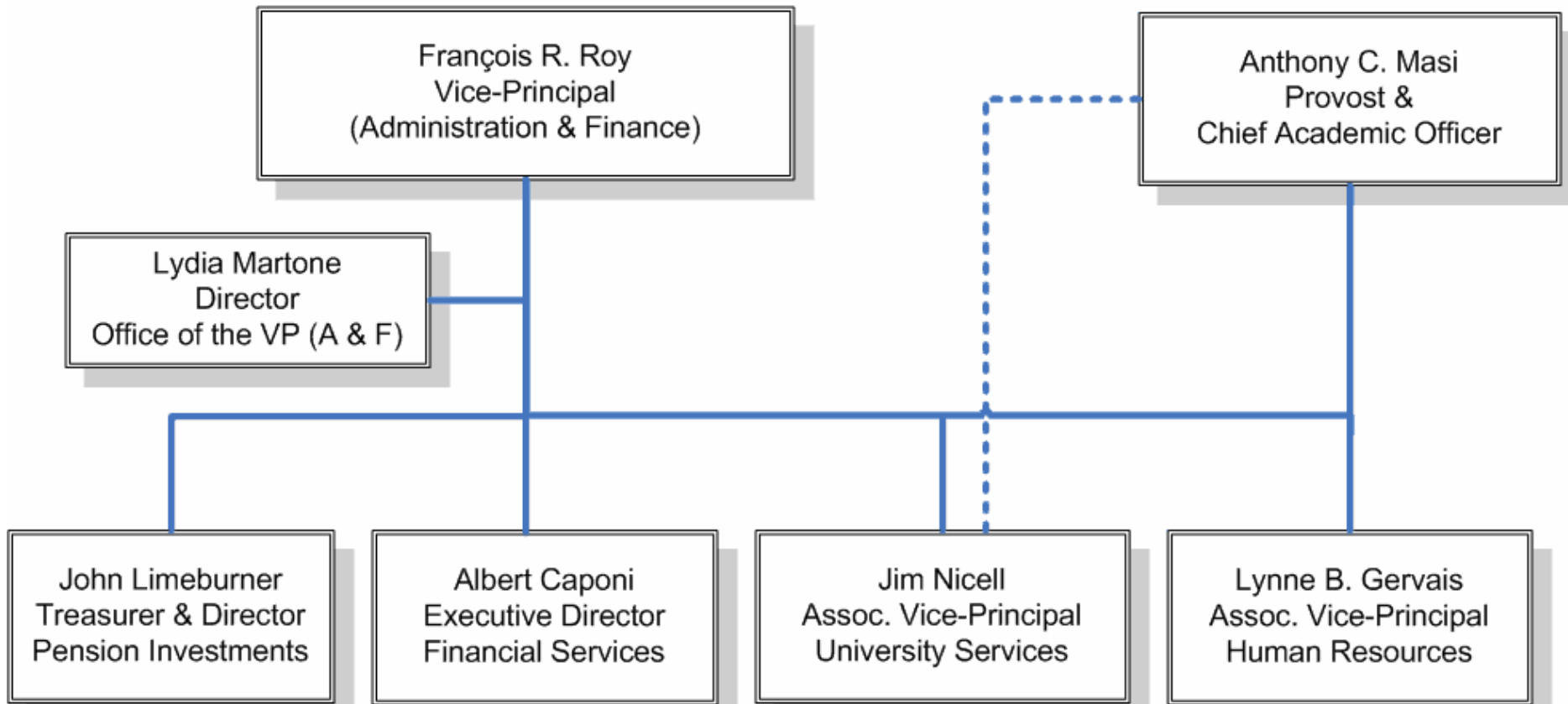
A prudent and forward thinking management of the financial resources of the University; and to provide excellent Human Resources and University Services to all of McGill's stakeholders.

We will be enablers of our strategic aim to “unambiguously position McGill among the world leaders.”

*We will excel in all that we do through 3 service units:
University Services, Financial Services, and Human Resources.*

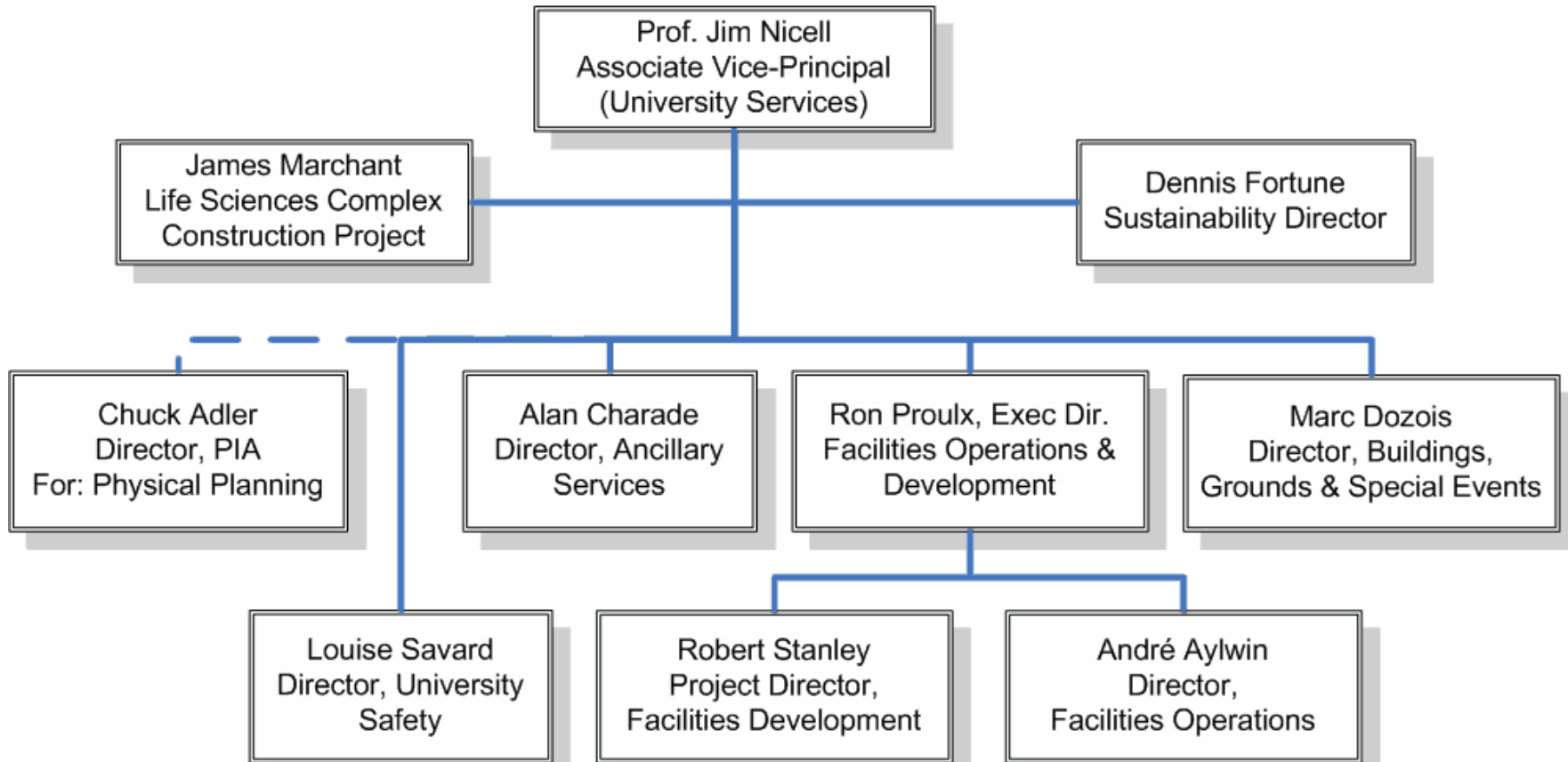


New Administration & Finance Organization





University Services





University Services

Buildings, Grounds & Special Events

University Safety



Physical Planning

Office of the AVP (University Services)

Ancillary Services

Facilities Operations

Facilities Development



University Services: Guiding Principles

- We will develop and implement simple and effective operating processes
- We will manage projects to customer expectations
- We will control expenses effectively to obtain good cost/benefit results
- We will use thoughtful, appropriate innovation
- We will use information technology efficiently
- We will prioritize excellent client relations, and
- We will ensure regulatory and audit approval.



University Services: Guiding Principles

By providing appropriate services, facilities and infrastructure, and by creating a continuous learning environment in all our functions, we aim to be responsive and accountable to every member of the McGill community.



One step at a time

- Consolidate University Services
 - One Team
 - One Flag
- Continuous Improvement: Conspiracy of excellence
- Stakeholder satisfaction in everything we do
- Develop new mandates with “the customer in mind”
- “What gets measured gets done”: Accountability



Balanced Scorecard



- **S**pecific
- **M**easurable
- **A**greed on
- **R**ealistic
- **T**imed

Sign in | Tuesday, April 17, 2007

McGill website myMcGill myEmail

- HOME
- PROSPECTIVE STUDENTS
- STUDENT INFORMATION
- ALUMNI & FRIENDS
- FACULTY & STAFF
- PUBLIC & MEDIA
- RESEARCH & INNOVATION
- ADMIN & GOVERNANCE
- LIBRARY & COLLECTIONS
- FACULTIES & SCHOOLS

McGill University Services

Find

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- University Services**
- Safety alerts!
 - News and announcements
 - Who we are
 - Directory of services (A to Z)
 - Related links
 - University Services directors-only Intranet
 - Suggestion box

- Related services**
- Ancillary Services
 - Buildings, Grounds & Special Events
 - Facilities Development
 - Facilities Operations
 - Physical Planning
 - Security Services, Downtown campus
 - Security Services, ...



WELCOME **SUGGESTION BOX**

Welcome to University Services. We provide infrastructure services to the McGill community.

- Through [Ancillary Services](#), we provide Hospitality & Food services, Retail and Parking services, Printing and Mail services, Customs &

Emergency?

For serious emergencies call **911** immediately. Then inform campus security services at:

514-398-3000 (downtown)
514-398-7777 (Macdonald)

Related sites:

- Health & Safety
- Security & Fire Prevention
- Hazardous Spills

“By work, all things increase and grow” (Grandescunt Aucta Labore). Circa 1850, McGill University motto



University Services: Some Current Priorities

- **Master Plan:** Finalize and adopt the Master Plan for the physical development of the McGill campuses.
- **Campus Renewal:** Develop and implement a plan to address the accumulated and rapidly growing deferred maintenance needs of McGill.
- **Campus Sustainability:** Develop a comprehensive approach for integrating the principles of sustainability into the physical development, operation and maintenance of McGill University.
- **Capital Projects:** Optimize processes for initiating and carrying out capital projects and ensure that they are well integrated with other processes at McGill.



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